National Practitioner Data Bank
Healthcare Integrity and Protection Data Bank

P.O. Box 10832, Chantilly, Virginia 20153-0832 • www.npdb-hipdb.hrsa.gov

FACT SHEET ON DOWNLOADING A QUERY RESPONSE THROUGH THE IQRS

Querying Via the Integrated Querying and Reporting Service (IQRS)

The Integrated Querying and Reporting Service (IQRS) is used by registered entities with active querying or reporting privileges and agents designated on behalf of registered entities to query and/or report to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB). For information about IQRS security features, system requirements, and instructions for use, see the *Fact Sheet on the Integrated Querying and Reporting Service*.

For more information about entity eligibility and to obtain a *Fact Sheet on Entity Eligibility* or an on-line *Entity Registration* form, visit the NPDB-HIPDB Web site. For detailed directions on submitting a query, see the *Fact Sheet on Submitting a Query Through the IQRS*. Internet access with a Web browser is required for using the IQRS.

Temporary Record of Submission

After submitting an individual single query for which you have used a blank query form, you will immediately receive a *Temporary Record of Submission*. The *Temporary Record of Submission* presents the information you have just transmitted to the Data Bank(s). This screen provides the Data Bank Control Number (DCN) for the query that you just submitted. Query responses are organized by their DCNs so you should reference this number when checking on the status of the query. You may print the *Temporary Record of Submission* but should destroy it after you download the official query response.

View Query Response

To view query output through the IQRS, visit the NPDB-HIPDB Web site (*www.npdb-hipdb.hrsa.gov*) and click the **Go to the IQRS** icon on the right side of the screen.

On the *Login* screen, enter your Data Bank Identification Number (DBID), User ID, and User Password, and click **Login**. The *Entity Registration Confirmation* screen displays the most current data that the NPDB-HIPDB has on file for your entity, including querying and reporting privileges. If this information is accurate, select **Continue** to display the *Options* screen (Figure 1), where you may choose to query, report, view query/report output, maintain your subject database, or update your user account.

To view query output, select **View Query Response** and the *Query Status* screen displays the status of the responses. Click the DCN of the query you wish to view and then click the subject's name to view the response. Responses to each query are available electronically within an average of two to four hours of receipt by the Data Bank(s). Under certain circumstances, additional processing time may be required.

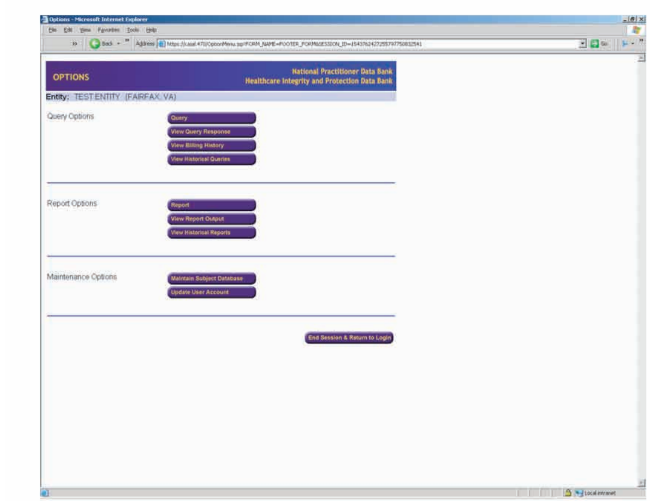

Figure 1. Options Screen

Do not resubmit a query on the subject in question because it will result in duplicate transactions and duplicate fees.

If you cannot view your query's status within 2-3 business days, e-mail the Data Banks at *npdb-hipdb@sra.com*.

Query Status

Queries marked as Pending have not yet been processed. Queries marked as Rejected had one or more errors. They have been processed and a document describing the error(s) is available for retrieval. Queries marked as Partially Completed require additional processing time. Queries marked as Completed have been processed and are available for retrieval. Once the query is processed, the status is Completed or Rejected. The fee is listed for each Data Bank searched. The response may be viewed through the IQRS for 30 days from the day the status became Completed or Rejected.

Subjects Queried

If you click a DCN on the *Query Status* screen, the *Subjects Queried* screen displays (Figure 2). This screen provides the names of subjects queried, their query status (Pending,

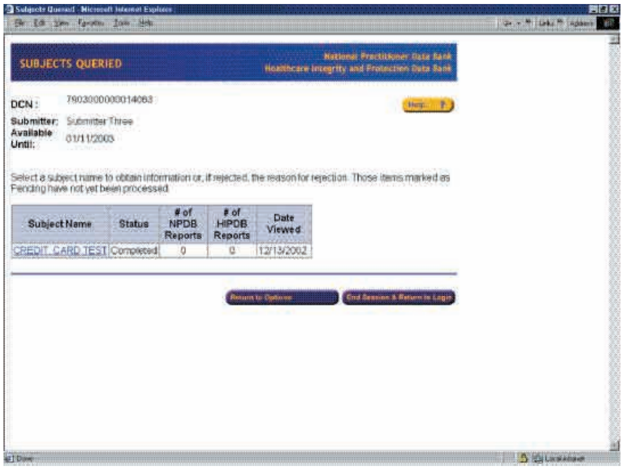

Figure 2. Subjects Queried Screen

Completed, Partially Completed, or Rejected), the number of reports returned from each Data Bank, and the date that reports were viewed by your entity. Reports are presented in Adobe Portable Document Format (PDF) and may be printed. Rejected queries are listed with the reason for the rejection. The **Subject Name** on the *Subjects Queried* screen links to the information submitted by your entity in the query.

Billing History

If you select **Billing History** on the *Query Status* screen, you'll view the *Billing History* screen (Figure 3) that reports all fees assessed for the query selected. You may also select **View Billing History** on the *Options* screen to see your billing history for the past 60 days.

The *Billing History* screen includes the following information:

- DCN.
- Data Bank Queried.
- Bill Date.
- Number of Names Processed With Charge.
- Payment Type.
- Last Four Digits of Account Number.
- Bill Status.
- If Authorized Agent Submitted Query.

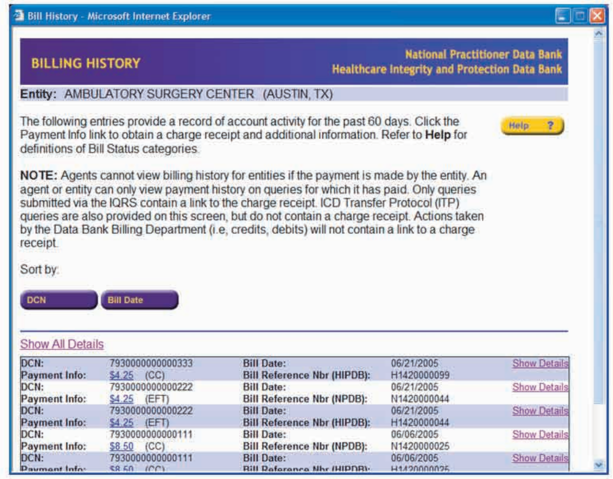

Figure 3. Billing History Screen

Select the query's charge amount on the *Billing History* screen for the charge receipt and additional information. The Charge Receipt is not a bill. It is returned with the query response to facilitate account reconciliations. Credit cards are billed only when the status for a subject is Completed or Rejected. If any queries remain Partially Completed, the entity will receive an additional Charge Receipt when the query's status becomes Completed or Rejected.

NPDB-HIPDB Assistance

For additional information, visit the NPDB-HIPDB Web site at *www.npdb-hipdb.hrsa.gov*. If you need assistance, contact the NPDB-HIPDB Customer Service Center by e-mail at *npdb-hipdb@sra.com* or by phone at 1-800-767-6732 (TDD 703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on all Federal holidays.